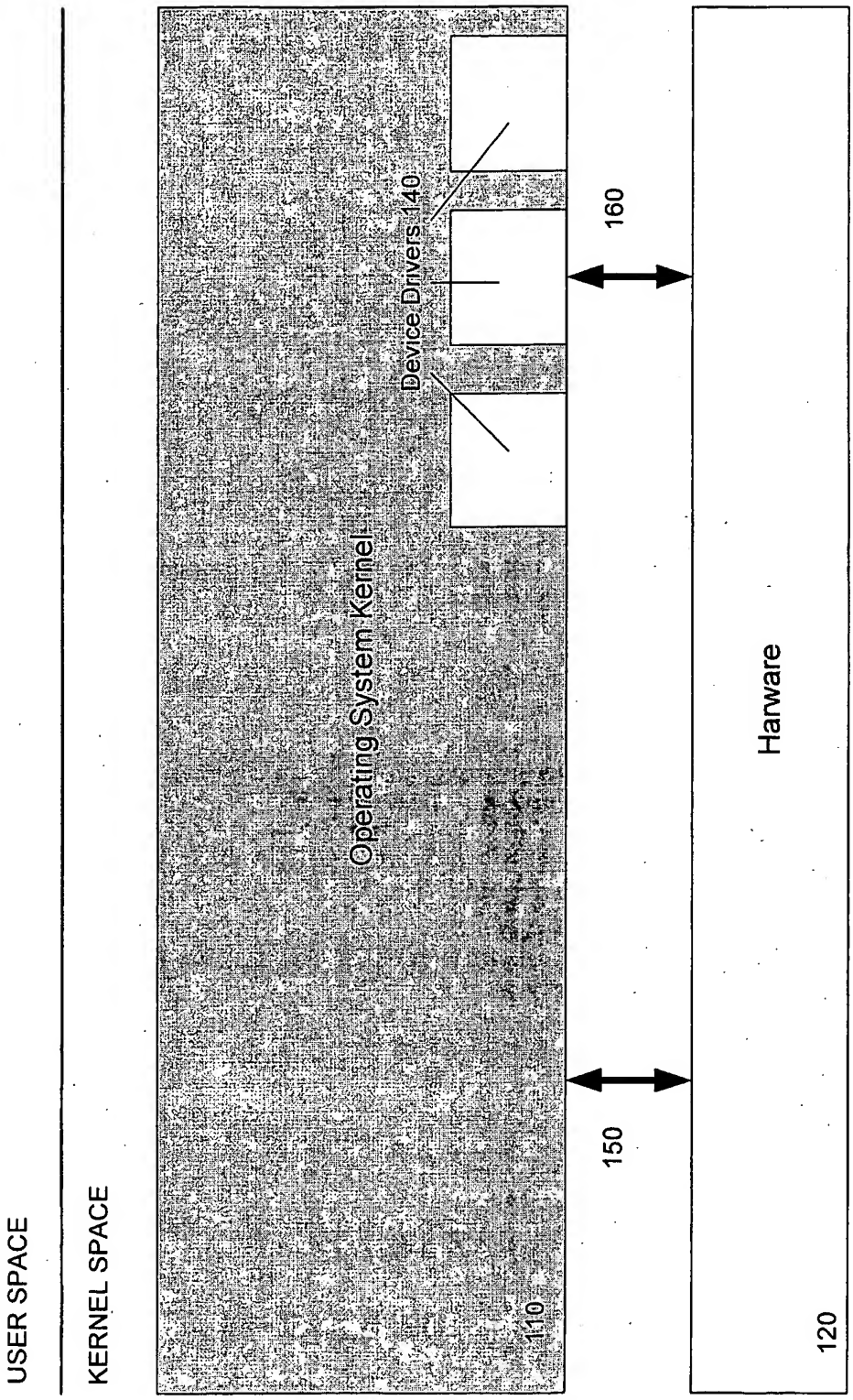
USER SPACE
KERNEL SPACE
Operating System Kernel
Device Drivers 140
110
150
160
Harware
120

FIG. 1

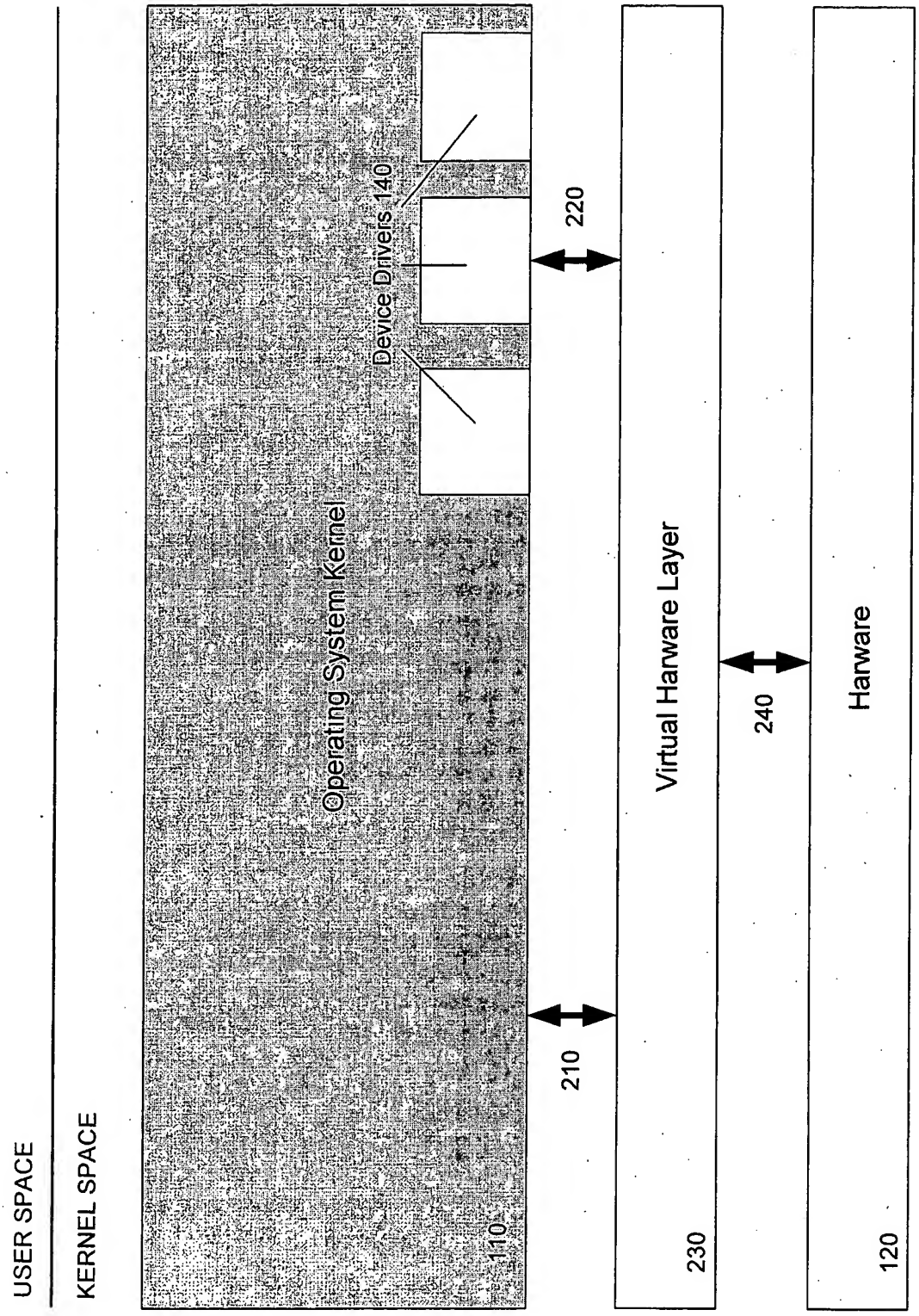
USER SPACE
KERNEL SPACE
Operating System Kernel
Device Drivers 140
110
210
220
Virtual Harware Layer
230
240
Harware
120

FIG. 2

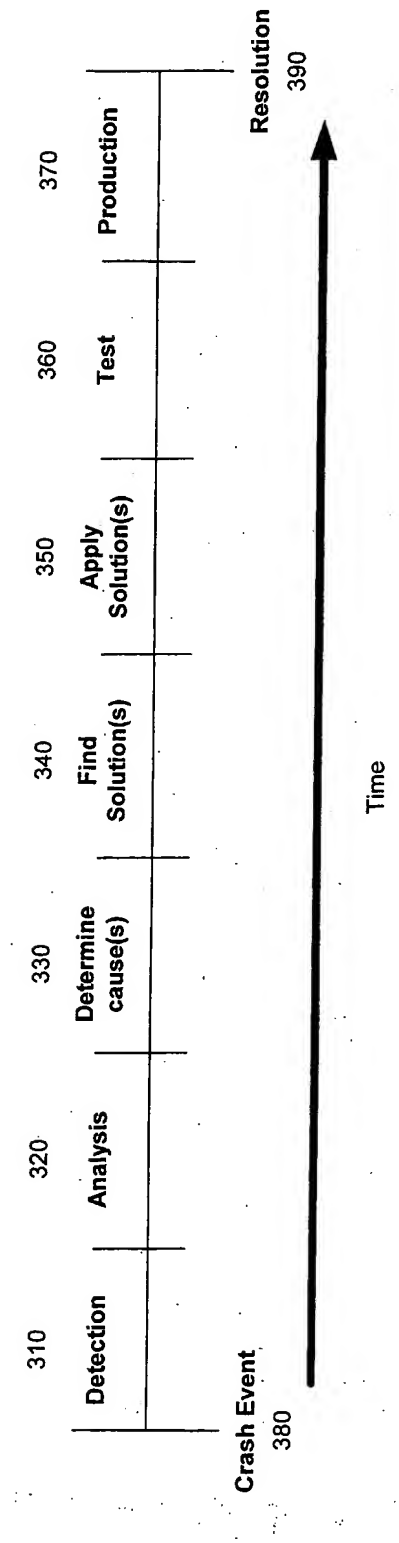
Crash Event
380
Detection
310
Analysis
320
Determine cause(s)
330
Find Solution(s)
340
Apply Solution(s)
350
Test
360
Production
370
Resolution
390
Time

FIG. 3

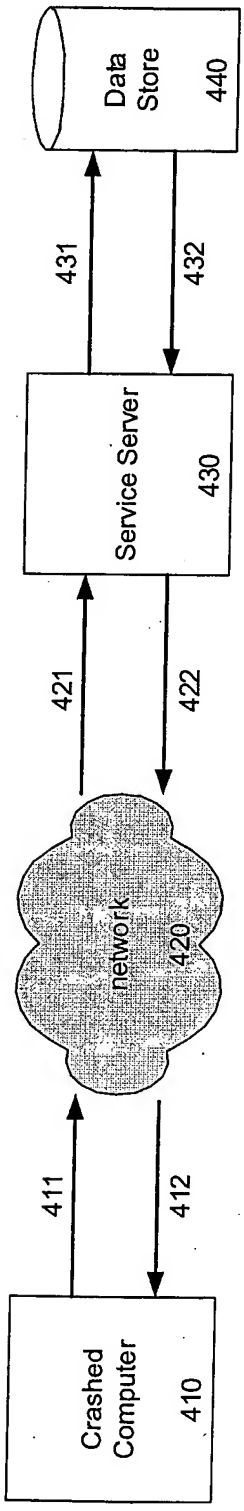
Data Store
440
431
432
Service Server
430
421
422
network
420
411
412
Crashed Computer
410

FIG. 4

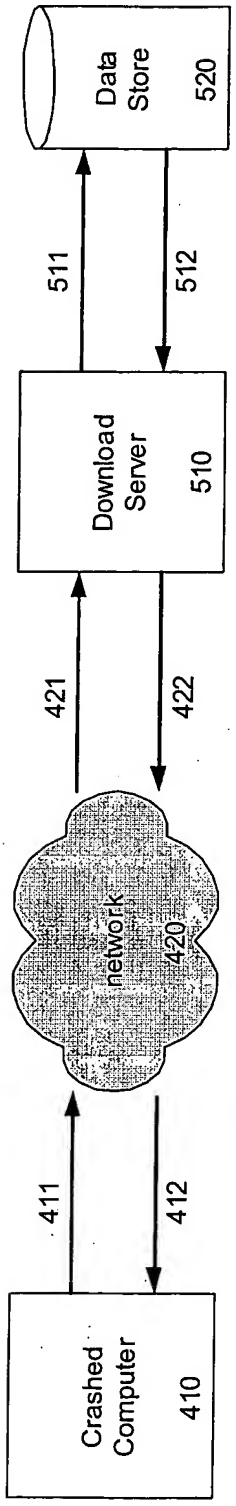
Data Store
520
511
512
Download Server
510
421
422
network
420
411
412
Crashed Computer
410

FIG. 5